

Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. (Currently Amended) A computer-implemented method for retrieving information from a knowledge base, the method comprising:
receiving a search query for information in a manner that identifies which one of multiple knowledge bases that stores the information;
building a search request that contains [[a]]the received search query and a security pattern having a set of attributes obtained from a security service, the security service being configured to control access to information in each of the multiple knowledge bases and further configured to provide the security pattern by a) retrieving a security strategy associated with the identified knowledge base, the security strategy identifying one or more control entities that are authorized to access the identified knowledge base; b) retrieving a security profile corresponding to each of the one or more control entities, each such security profile including an attribute; and c) generating the security pattern from attributes in the one or more retrieved security profiles;
and
using the search request to retrieve information from the identified knowledge base, wherein the retrieved information contains information associated with the is responsive to the received search query, and wherein the retrieved information has one or more attributes that correspond to is also associated with the set of one or more attributes contained in from which the security pattern is generated.
2. (Original) The computer-implemented method of claim 1, wherein the search query is input by a user.

3. (Currently Amended) The computer-implemented method of claim 1, wherein the method comprises:
using the search request to retrieve information from the identified knowledge base using a search index.
4. (Original) The computer-implemented method of claim 1, wherein the search query includes knowledge base search terms.
5. (Original) The computer-implemented method of claim 4, wherein the knowledge base search terms contain textual search terms.
6. (Canceled)
7. (Currently Amended) The computer-implemented method of claim ~~[[6]]~~1, wherein the one or more control ~~entity~~entities ~~[[is]]~~are selected from a group consisting of a user name, a country code, a region, and a organization.
8. (Currently Amended) The computer-implemented method of claim 1, wherein the security pattern contains a set of attributes that each have a name/value pair.
9. (Currently Amended) The computer-implemented method of claim 1, wherein the search request contains a second security pattern having a set of attributes, and wherein ~~[[the]]~~retrieved information is further associated with the set of attributes contained in the second security pattern.
10. (Currently Amended) The computer-implemented method of claim 1, wherein the set of attributes ~~contained in~~from which the security pattern is generated includes attributes selected

from a group consisting of a symptom type, a status, a validation category, a priority type, and a priority level.

11. (Currently Amended) The computer-implemented method of claim 1, wherein the identified knowledge base is selected from a group consisting of a problem knowledge base, a solution knowledge base, and a business partner knowledge base.

12. (Currently Amended) A computer-implemented method for building a request to search for information in a knowledge base, the method comprising:

receiving a search query for information in a manner that identifies which one of multiple knowledge bases that stores the information;

obtaining a ~~search~~security strategy that is associated with the identified knowledge base, the security strategy identifying one or more control entities that are authorized to access the identified knowledge base;

retrieving a security profile corresponding to each of the one or more control entities, each such security profile including an attribute; and

using the ~~search strategy~~ attributes in the one or more retrieved security profiles to build a security pattern having a set of attributes to be used with the search query when searching for information in the identified knowledge base, such that retrieved ~~[[the]]~~ information is responsive to the query and has one or more attributes that are associated with the set of attributes in the security pattern.

13. (Canceled)

14. (Currently Amended) The computer-implemented method of claim ~~[[13]]~~12, wherein the one or more control entities are each selected from a group consisting of a user name, a country code, a region, and a organization.

15. (Currently Amended) The computer-implemented method of claim 12, wherein the security pattern contains a set of attributes that each have a name/value pair.

16. (Currently Amended) The computer-implemented method of claim 12, wherein the method further comprises:

using the ~~search~~ security strategy to build a second security pattern having a set of attributes to be used with the search query when searching for information in the identified knowledge base, such that the information is associated with the set of attributes in the security pattern and also with the set of attributes in the second security pattern.

17. (Currently Amended) The computer-implemented method of claim 12, wherein the set of attributes contained in the security pattern includes attributes selected from a group consisting of a symptom type, a status, a validation category, a priority type, and a priority level.

18. (Currently Amended) The computer-implemented method of claim 12, wherein the identified knowledge base is selected from a group consisting of a problem knowledge base, a solution knowledge base, and a business partner knowledge base.

19. (Currently Amended) A computer-readable medium having computer-executable instructions contained therein for performing a method, the method comprising:

receiving a search query for information in a manner that identifies which one of multiple knowledge bases that stores the information;

building a search request that contains [[a]]the received search query and a security pattern having a set of attributes obtained from a security service, the security service being configured to control access to information in each of the multiple knowledge bases and further configured to provide the security pattern by a) retrieving a security strategy associated with the identified knowledge base, the security strategy identifying one or more control entities that are authorized to access the identified knowledge base; b) retrieving a security profile corresponding

to each of the one or more control entities, each such security profile including an attribute; and
c) generating the security pattern from attributes in the one or more retrieved security profiles;
and

using the search request to retrieve information from the identified knowledge base,
wherein the retrieved information ~~contains information associated with the~~ is responsive to the
received search query, and wherein the retrieved information has one or more attributes that
correspond to is also associated with the set of one or more attributes contained in from which the
security pattern is generated.

20. (Currently Amended) A computer-readable medium having computer-executable instructions contained therein for performing a method, the method comprising:

receiving a search query for information in a manner that identifies which one of multiple
knowledge bases that stores the information;

obtaining a ~~search~~security strategy that is associated with the identified knowledge base,
the security strategy identifying one or more control entities that are authorized to access the
identified knowledge base;

retrieving a security profile corresponding to each of the one or more control entities,
each such security profile including an attribute; and

using the ~~search strategy attributes in the one or more retrieved security profiles~~ to build a
security pattern having a set of attributes to be used with the search query when searching for
information in the identified knowledge base, such that retrieved [[the]] information is
responsive to the query and has one or more attributes that are associated with the set of
attributes in the security pattern.

21. (Currently Amended) A computer system for retrieving information from a knowledge base, the computer system being programmed to:

receive a search query for information in a manner that identifies which one of multiple
knowledge bases that stores the information;

build a search request that contains ~~[[a]]~~the received search query and a security pattern having a set of attributes obtained from a security service, the security service being configured to control access to information in each of the multiple knowledge bases and further configured to provide the security pattern by a) retrieving a security strategy associated with the identified knowledge base, the security strategy identifying one or more control entities that are authorized to access the identified knowledge base; b) retrieving a security profile corresponding to each of the one or more control entities, each such security profile including an attribute; and c) generating the security pattern from attributes in the one or more retrieved security profiles; and use the search request to retrieve information from the identified knowledge base, wherein the retrieved information ~~contains information associated with the~~ is responsive to the received search query, and wherein the retrieved information has one or more attributes that correspond to ~~is also associated with the set of~~ one or more attributes contained in ~~from which the security pattern is generated.~~

22. (Currently Amended) A computer system for building a request to search for information in a knowledge base, the computer system being programmed to:

receive a search query for information in a manner that identifies which one of multiple knowledge bases that stores the information;

obtain a ~~search~~ security strategy that is associated with the identified knowledge base, the security strategy identifying one or more control entities that are authorized to access the identified knowledge base;

retrieve a security profile corresponding to each of the one or more control entities, each such security profile including an attribute; and

use the ~~search strategy~~ attributes in the one or more retrieved security profiles to build a security pattern having a set of attributes to be used with the search query when searching for information in the identified knowledge base, such that ~~retrieved~~ ~~[[the]]~~ information is responsive to the query and has one or more attributes that are associated with the set of attributes in the security pattern.